

PENNSYLVANIA

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2004

Total Number of Fraud and Identity Theft Complaints from Pennsylvania Consumers = 22,349



Fraud Complaints from Pennsylvania Consumers = 14,786

Top Fraud Complaint Categories for Pennsylvania Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	3,858	26%
2	Shop-at-Home/Catalog Sales	1,967	13%
3	Prizes/Sweepstakes and Lotteries	1,519	10%
4	Internet Services and Computer Complaints	1,387	9%
5	Foreign Money Offers	1,020	7%

¹Percentages are based on the total number of fraud complaints from Pennsylvania consumers (14,786).

Amount Paid Reported by Pennsylvania Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
14,786	\$19,044,634	11,876	80%	\$1,604

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Pennsylvania consumers (11,876). Two consumers reported an amount paid of over \$1 million (\$1.3 and \$2.5 million).

Top Pennsylvania Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Philadelphia	1,353
Pittsburgh	1,036
York	249
Harrisburg	231
Erie	198



Identity Theft Complaints from Pennsylvania Victims = 7,563

Identity Theft Types Reported by Pennsylvania Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	2,403	32%
2	Phone or Utilities Fraud	1,435	19%
3	Bank Fraud ²	1,129	15%
4	Government Documents or Benefits Fraud	609	8%
5	Employment-Related Fraud	516	7%
6	Loan Fraud	456	6%
	Other	1,768	23%
	Attempted Identity Theft	638	8%

¹Percentages are based on the 7,563 victims reporting from Pennsylvania. Percentages add to more than 100 because approximately 19% of victims from Pennsylvania reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top Pennsylvania Identity Theft Victim Locations

Victim City	No. of Victims
Philadelphia	1,871
Pittsburgh	453
Allentown	124
Reading	112
York	112